

CHAPTER 95 EVALUATE FAR PART 121/135 OPERATOR/ APPLICANTS FOR PARTICIPATION IN “COORDINATING AGENCIES FOR SUPPLIER’S EVALUATION” (C.A.S.E.)

SECTION 1 BACKGROUND

1. PROGRAM TRACKING AND REPORTING SUBSYSTEM (PTRS) ACTIVITY CODES.

A. Maintenance: (See Task Outcomes)

B. Avionics: (See Task Outcomes)

3. OBJECTIVE. This chapter provides guidance to be used in evaluating and approving a FAR Part 121/135 operator for participation in “Coordinating Agencies for Supplier’s Evaluation” (C.A.S.E.).

5. GENERAL.

A. Definitions. These definitions are those as defined in the C.A.S.E. Air Carrier Section Policies and Procedures manual, and may not necessarily be the same as used in everyday FAA/handbook usage.

(1) *C.A.S.E. Data Center:* The data collection and distribution center responsible for maintaining and publishing the C.A.S.E. Register.

(2) *C.A.S.E. Register:* The list of suppliers/vendors who have been audited by a C.A.S.E. authorized auditor and found to be in compliance with applicable C.A.S.E. standards.

(3) *Supplier:* An organization that provides parts, materials, or supplies for sale.

(4) *Vendor:* An organization that provides overhaul, repair, maintenance, and/or servicing of aircraft, components, or appliances.

(5) *Fuel Auditor:* An auditor authorized to conduct C.A.S.E. audits of suppliers/vendors of fuel storage facilities, fueling services, and related equipment.

(6) *Maintenance Auditor:* An auditor authorized to conduct C.A.S.E. audits of suppliers/vendors of maintenance, repair, overhaul, or servicing actions (except fueling) of aircraft parts and components.

(7) *Special Process Certification/Qualification:* A determination, resulting from an evaluation, that a

supplier/vendor has the capability to perform a given process.

(8) *Supplier Evaluation/Vendor Audit:* An on-site evaluation and assessment of a vendor’s or supplier’s quality systems to verify compliance with the applicable C.A.S.E. standards.

(9) *C.A.S.E. Standard 1-A:* Provides minimum requirements to be met by a repair/overhaul vendor’s quality control program.

(10) *C.A.S.E. Standard 2-A:* Provides minimum requirements for an aircraft jet fuel vendor’s quality control program. This standard encompasses storage facilities and into plane servicing.

(11) *C.A.S.E. Standard 3-A:* Provides minimum requirements for a surplus parts dealer’s quality control program.

(12) *C.A.S.E. Standard 4-A:* Provides minimum standards for an oxygen supplier/vendor’s quality control program.

(13) *C.A.S.E. Standard 5-A:* Provides minimum standards for a new aircraft parts distributor’s quality control program.

B. Purpose.

(1) The C.A.S.E. program was originally approved by the Aircraft Maintenance Division, AFS-300, in 1983 on a limited scale and was comprised of only a few member airlines. This program was designed to satisfy the requirements of FAR Sections 121.373 and 135.431.

(2) The purpose of C.A.S.E. is to conduct audits of various suppliers/vendors through a cooperative effort of the member airlines. These audits are a method for the analysis, control, and acceptability of those vendors supplying parts and maintenance services to member airlines.

C. The Current C.A.S.E. Program. The initial specifications developed by C.A.S.E. were aimed at

audits of repair stations that provide member airlines with components/parts that have been restored, overhauled, or otherwise repaired. The C.A.S.E. organization and its program have since been expanded in membership and scope, to include the suppliers of the following:

- Used and salvaged equipment
- Airline surplus parts/components
- New aircraft parts
- Fuel and fueling services
- Oxygen

NOTE: The C.A.S.E. organization will make periodic reviews of the C.A.S.E. program needs and capabilities to add new categories of suppliers and vendors.

D. An audit is a sampling examination and assessment of a vendor's or supplier's quality control system. This assessment is made by an on-site review. The C.A.S.E. audit concept revolves around two basic premises:

- There must be mutually agreed upon standards of performance against which suppliers and vendors are gauged
- Members may utilize audits performed by other members

E. C.A.S.E. Program Standards.

(1) There is an inherent and healthy concern that one airline's auditor may not be as qualified or as proficient as another airline would prefer. As a result, the association began a strict training and cer-

tification program. This program stipulates the following:

(a) Specific minimum requirements in terms of auditor background and experience required to be recognized by the membership

(b) That each auditor trainee must pass a written test, oral examination, and a practical demonstration of their skills and capabilities as an auditor. All test results will be reviewed for acceptance by the Audit and Compliance Committee.

(c) That only auditors authorized through the C.A.S.E. Air Carrier Auditor Authorization Program are allowed to submit supplier/vendor change information to the data base

(2) The C.A.S.E. organization publishes a policy and procedures manual that outlines the program in its entirety, including methods for selecting and training auditors, and evaluation standards for evaluating the vendor/supplier.

NOTE: Although the C.A.S.E. audit standards are membership developed, they must reflect all FAA regulatory requirements. Any policy changes to this manual are subject to acceptance by AFS-300.

(3) Members voluntarily exchange the names of vendors/suppliers whose quality control systems comply with C.A.S.E. program standards as determined by an on-site technical audit. Those vendors and suppliers are listed in a register which is published and updated periodically.

NOTE: C.A.S.E. members will provide FAA representatives access to their C.A.S.E. Register of vendors and suppliers.

SECTION 2 PROCEDURES

1. PREREQUISITES AND COORDINATION REQUIREMENTS.

A. Prerequisites:

- Knowledge of the regulatory requirements of FAR Part 121 and/or 135
- Completion of the Airworthiness Inspectors Indoc-trination Course or equivalent
- Familiarity with the “Coordinating Agencies for Supplier’s Evaluation” (C.A.S.E.) program

B. Coordination. This task requires coordination with the operator/applicant.

3. REFERENCES, FORMS, AND JOB AIDS.

A. References:

- FAR Parts 43, 91, and 145
- Operator’s policy and procedures manual
- C.A.S.E. Air Carrier Section Policy and Procedure manual
- Order 8300.10, Airworthiness Inspector’s Hand-book, Vol. 2, Ch. 70, Evaluate FAR Part 121/135.411(a)(2) Maintenance Training Program/Records, Ch. 71, Evaluate FAR Part 121 Operator’s Maintenance Records, and Ch. 94, Evaluate FAR Section 135.411(a)(2) Maintenance Records

B. Forms. None.

C. Job Aids. None.

5. PROCEDURES.

A. Review the Operator/Applicant’s Manual

(1) Ensure that the operator/applicant’s manual contains procedures for administrating and participating in the C.A.S.E. program.

(2) Ensure that these procedures reflect the require-ments outlined in the C.A.S.E. Air Carrier Section Policy and Procedure manual.

(3) Ensure that participation in the C.A.S.E. program will meet the requirements of the operator/appli-cant’s approved/proposed maintenance program.

B. Review the Operator/Applicant’s Auditor Training Program. Ensure that the operator/applicant’s methods for selecting and training auditors meets the requirements as outlined in the C.A.S.E. Air Carrier Section Policy and Procedure manual.

7. TASK OUTCOMES.

A. File PTRS Transmittal Form. Since this task usually is performed as a part of another task, this task does not have its own PTRS code. Therefore, the PTRS code for the main task being performed should be the code used for this task.

B. Successful completion of this task can result in the following:

- For original certification, continuation of the certi-fication process
- For a certified operator, amending operations speci-fications by adding Paragraph D90 (See Vol. 2, Ch. 84, FAR Part 121/135 Operations Specifications).

C. Document Task. File all supporting paperwork in the operator’s office file.

9. FUTURE ACTIVITIES. Normal surveillance.

